

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Annual Compliance Report, 2020

Docket No. ACR2020

CHAIRMAN'S INFORMATION REQUEST NO. 2

(Issued January 14, 2021)

To clarify the Postal Service's FY 2020 Annual Performance Report (*FY 2020 Report*) and FY 2021 Annual Performance Plan (*FY 2021 Plan*),<sup>1</sup> the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than January 21, 2021.

1. The Postal Service states that it did not set FY 2021 targets for the High-Quality Service performance indicators "due to the significant ongoing effects stemming from the COVID-19 pandemic on employee availability as well as surface and air transportation capacity." *FY 2020 Annual Report* at 35-36.
  - a. Please explain how employee availability and surface and air transportation capacity affected the process for setting FY 2021 High-Quality Service targets.
  - b. Please provide FY 2021 targets for the High-Quality Service performance indicators. If FY 2021 targets have not yet been set, please explain why and provide an estimated date for setting FY 2021 targets.

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<sup>1</sup> The *FY 2020 Report* and *FY 2021 Plan* are included in the Postal Service's FY 2020 *Annual Report to Congress*, which the Postal Service filed with the FY 2020 *Annual Compliance Report*. Library Reference USPS-FY20-17, December 29, 2020, "FY2020.Annual.Report.USPS.FY20.17.pdf," at 31-57 (*FY 2020 Annual Report*).

2. In the FY 2020 Annual Performance Plan (*FY 2020 Plan*), the performance indicators measuring progress toward the Excellent Customer Experience performance goal were the Customer Experience (CX) Composite Index and seven component surveys: Business Service Network, Point of Sale, Delivery, Customer Care Center, Enterprise Customer Care, USPS.com, and Business Mail Entry Unit.<sup>2</sup> The Postal Service set FY 2020 targets for the CX Composite Index and each component survey. *Id.* However, in the *FY 2020 Report*, the only performance indicator measuring progress toward the Excellent Customer Experience performance goal is the CX Composite Index. *See FY 2020 Annual Report* at 33.
  - a. Please explain whether the Postal Service used the seven component surveys as performance indicators for measuring progress toward the Excellent Customer Experience performance goal in FY 2020.
  - b. If the Postal Service no longer uses the seven component surveys as performance indicators for the Excellent Customer Experience performance goal, please explain why.
3. Please refer to the FY 2020 targets and results for each performance indicator listed on page 33 of the *FY 2020 Annual Report*.
  - a. For each performance indicator, please confirm that the FY 2020 target and result are calculated using the same methodology.
  - b. If not confirmed, for each performance indicator with a FY 2020 target that is not comparable to the FY 2020 result:
    - i. Please explain the methodologies used to calculate the FY 2020 target and result.

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<sup>2</sup> Docket No. ACR2019, Library Reference USPS-FY19-17, December 27, 2019, “FY19.Annual.Report.USPS.FY19.17.pdf,” at 20 (*FY 2019 Annual Report*).

- ii. Please provide a comparable FY 2020 result or explain why providing a comparable result is not feasible.
- 4. Please refer to results from FY 2017 through FY 2020 listed on page 33 of the *FY 2020 Annual Report*.
  - a. For each performance indicator, please confirm that FY 2017 through FY 2020 results are expressed using the same methodology.
  - b. If not confirmed, for each performance indicator with non-comparable results:
    - i. Please explain the methodology used to calculate the result for each year from FY 2017 through FY 2020.
    - ii. Please provide comparable results for FYs 2017, 2018, 2019, and 2020 using the same methodology. If comparable results cannot be provided, please explain why and explain either (1) how to compare results across these fiscal years or (2) why making this comparison is not feasible.
- 5. Please refer to the library reference containing information on the non-public performance indicators used to measure progress toward the High-Quality Service performance goal.<sup>3</sup>
  - a. Please confirm that the FY 2020 target and result for each non-public performance indicator are calculated using the same methodology.
  - b. If not confirmed, for each non-public performance indicator with a FY 2020 target that is not comparable to the FY 2020 result:
    - i. Please explain the methodologies used to calculate the FY 2020 target and result.

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<sup>3</sup> Library Reference USPS-FY20-NP30, December 29, 2020, file “NONPUBLIC Preface USPS-FY20-NP30.pdf,” at 3-5.

- ii. Please provide a comparable FY 2020 result or explain why providing a comparable result is not feasible.
  - c. For each non-public performance indicator used in FY 2020, please confirm that results from FY 2017 through FY 2020 are calculated using the same methodology.
  - d. If not confirmed, for each performance indicator with non-comparable results:
    - i. Please explain the methodology used to calculate the result for each year from FY 2017 through FY 2020.
    - ii. Please provide comparable results for FYs 2017, 2018, 2019, and 2020 using the same methodology. If comparable results cannot be provided, please explain either (1) how to compare results across these fiscal years or (2) why making this comparison is not feasible.
- 6. Please confirm that FY 2021 results for the High-Quality Service, Excellent Customer Experience, Safe Workplace and Engaged Workforce, and Financial Health performance indicators will be comparable with FY 2020 results. If not confirmed, for each performance indicator with non-comparable FY 2020 and FY 2021 results, please explain the methodologies the Postal Service will use to calculate FY 2020 and FY 2021 results.
- 7. In FY 2021, for the High-Quality Service performance goal, Market Dominant Composite will be a new performance indicator that will replace the First-Class Mail Letter and Flat Composite and Marketing Mail and Periodicals Composite performance indicators. *FY 2020 Annual Report* at 33 n.5. Please describe any other changes in FY 2021 to the performance indicators or methodologies for calculating targets and results. For each change:
  - a. Please provide the rationale for the change.

- b. Please describe the methodology that will be used to calculate the FY 2021 target and result for the applicable performance indicator.

By the Chairman.

Robert G. Taub